



RETURN POLICIES

All RMA's must be pre-authorized by customer service personnel and accompanied by a corresponding RMA number. Certain conditions MUST be met before we will issue an RMA number. A 20% restocking fee will apply to all non-defective merchandise returned.

GENERAL POLICIES:

Return Condition. All products to be returned must be sent within 10 days of the receipt date, 100% complete, in "AS BRAND NEW" condition, and must include original packing material, user manuals, blank warranty cards, UPC codes and all accessories provided by the manufacturer.

Shortage or Shipment Errors. All claims for shortage or shipment errors must be made within 3 days upon receipt of the merchandise. This includes, and is not limited to, OEM software. Recipient must report to freight courier immediately when damaged boxes are received.

Shipping and Handling. Shipping and handling charges are not refundable. Customer assumes responsibility for all return shipping costs. ProcureIT offers refunds on the value of the product only, and does not reimburse or offer credit for initial or return shipping charges.

Refusals. Refusals will be assessed a 20% restocking fee in addition to all freight and insurance charges.

Built-To-Order Products. Products that are Build-To-Order or Custom Configured are not eligible for returns.

Software. Software is non-returnable once you have opened the package, if the install media is defective, we will replace it with the same exact title only.

Printers. Please remove all installed ink or toner cartridges prior to repackaging your printer for return. Cartridges left installed during shipping can seriously damage the printer, in which case credit cannot be given. Contain these removed cartridges in either their original packaging or a securable plastic bag.

Memory Modules and Processors. Due to the daily fluctuation in prices for memory modules and processors, refunds are based on the current selling price of the item purchased or the invoice price, whichever is lower.

Credit. All credit, exchange and fees will be assessed at the discretion of ProcureIT once the items are received and inspected. Do not apply the balance of your subsequent order(s); it will result in a credit hold. Please note that your financial institution may take up to 10 additional days from the date we issue the credit to post it to your actual account. Questions regarding this should be directed to your financial institution.

Disputes. In the event of a dispute, the venue for litigation will be Maricopa County, Arizona.

RETURN ADDRESS:

ProcureIT
Attn: Procurement Returns
1553 W Todd Drive Suite 210
Tempe, AZ 85283-4845